

**CITY OF ASHEVILLE, NORTH CAROLINA
CLASS SPECIFICATION**

**CASHIER
PARKS, RECREATION AND CULTURAL ARTS DEPARTMENT**

GENERAL STATEMENT OF DUTIES

Performs a variety of standardized clerical and public contact work collecting pool fees and concession revenues. Employee reports to the Pool Manager.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class is primarily responsible for assisting customers and collecting various fees and revenues using established guidelines and procedures. Work also involves selling concession items, maintaining records of inventory and cash received, and answering the telephone and taking messages. Work is performed according to standard procedures and under the supervision of the Pool Manager who will evaluate the employee through observation, accuracy of money taken and disbursed, and review of work completed.

ILLUSTRATIVE EXAMPLES OF WORK

ESSENTIAL JOB FUNCTIONS

Collects fees for pool admittance including group sales and daily admissions; issues admittance tickets; admits patrons to pool.

Sells concession items, collecting the appropriate amount of money and returning the appropriate amount of change.

Prepares and maintains appropriate and accurate records of all money transactions.

Prepares and maintains appropriate and accurate records of all inventory.

Reconciles cash drawers with receipts; completes accurate daily cash reports and deposit slips.

Receives telephone calls, takes messages as necessary, and assists patrons with questions and requests for service.

Assists with the enforcement of pool regulations on an as-needed basis.

ADDITIONAL JOB FUNCTIONS

Performs related work as required.

CASHIER

KNOWLEDGE, SKILLS AND ABILITIES

Working knowledge of the operation of a cash register.

Ability to accurately count money and make change.

Ability to balance income with invoices, receipts or other statements.

Ability to exercise attention to detail in performing assigned tasks.

Ability to prepare and maintain accurate records and reports.

Ability to compute figures rapidly and accurately.

Ability to deal tactfully and courteously with the general public in explaining policies and procedures.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

MINIMUM EXPERIENCE AND TRAINING

Graduation from high school supplemented with some customer service experience; and/or any equivalent combination of training and experience required to perform the essential position functions.

SPECIAL REQUIREMENT

Must be at least 18 years of age.

COMPETENCIES

Technical Competency: Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

Interpersonal Competency: Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

Intellectual Competency: Ability to think, learn and process information. Ability to solve problems and gather necessary information. Includes having math and reading skills appropriate to job level.

Customer Service: Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

Physical Skills: Ability to perform required jobs with adequate strength,

CASHIER

dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

March, 2005
Non-Exempt